

FIG. 1 is a schematic diagram of a system for providing service to a customer. The system includes a service yard 12, a service shop 16, a parts requisition center 22, a customer center 24, and a mobile data service center (MDSC) 20. The service yard 12 is connected to the service shop 16 via a communication link 14. The service shop 16 is connected to the parts requisition center 22, the customer center 24, and the MDSC 20 via a communication link 18. The parts requisition center 22 is connected to the customer center 24 via a communication link 26. The customer center 24 is connected to the MDSC 20 via a communication link 28.

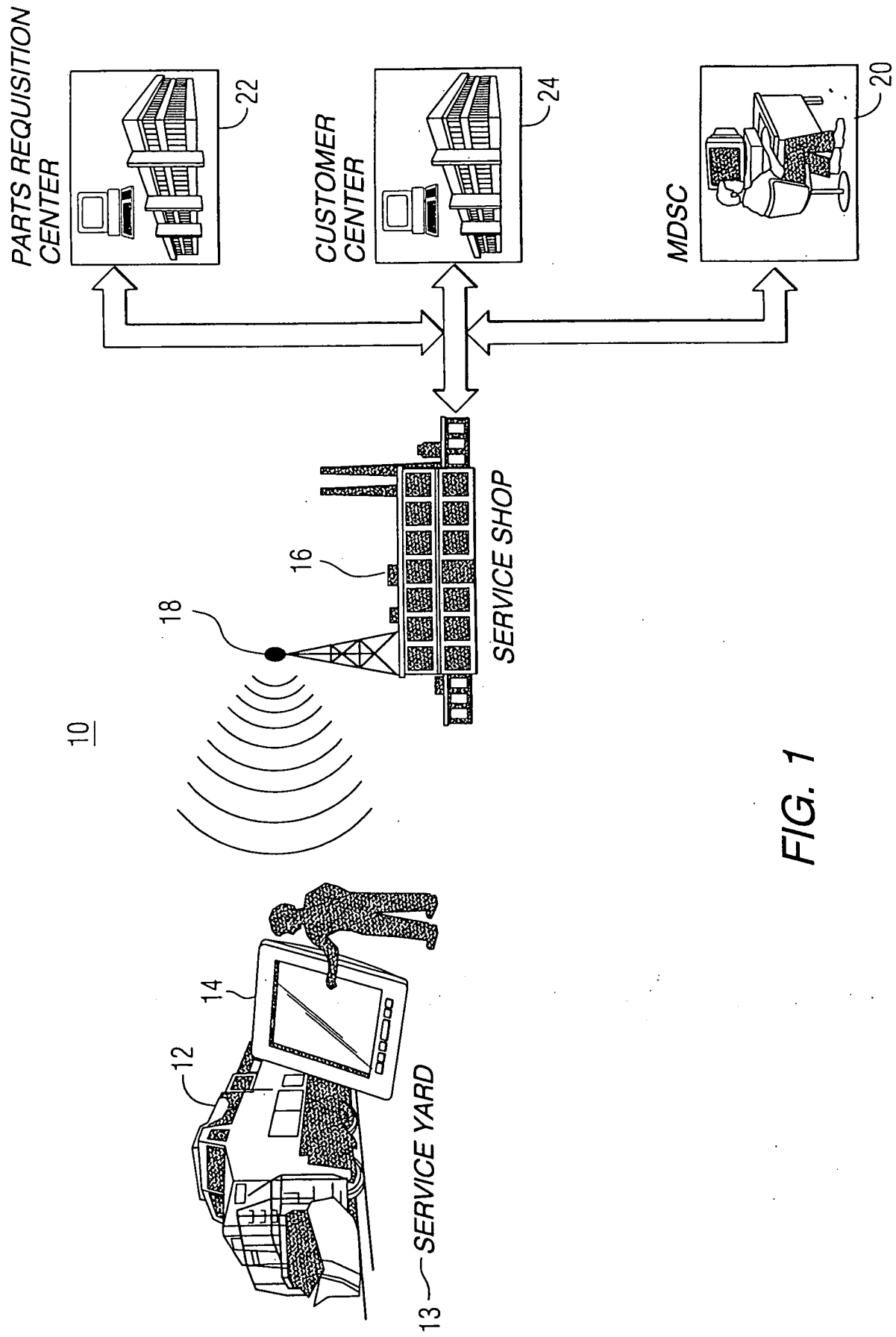
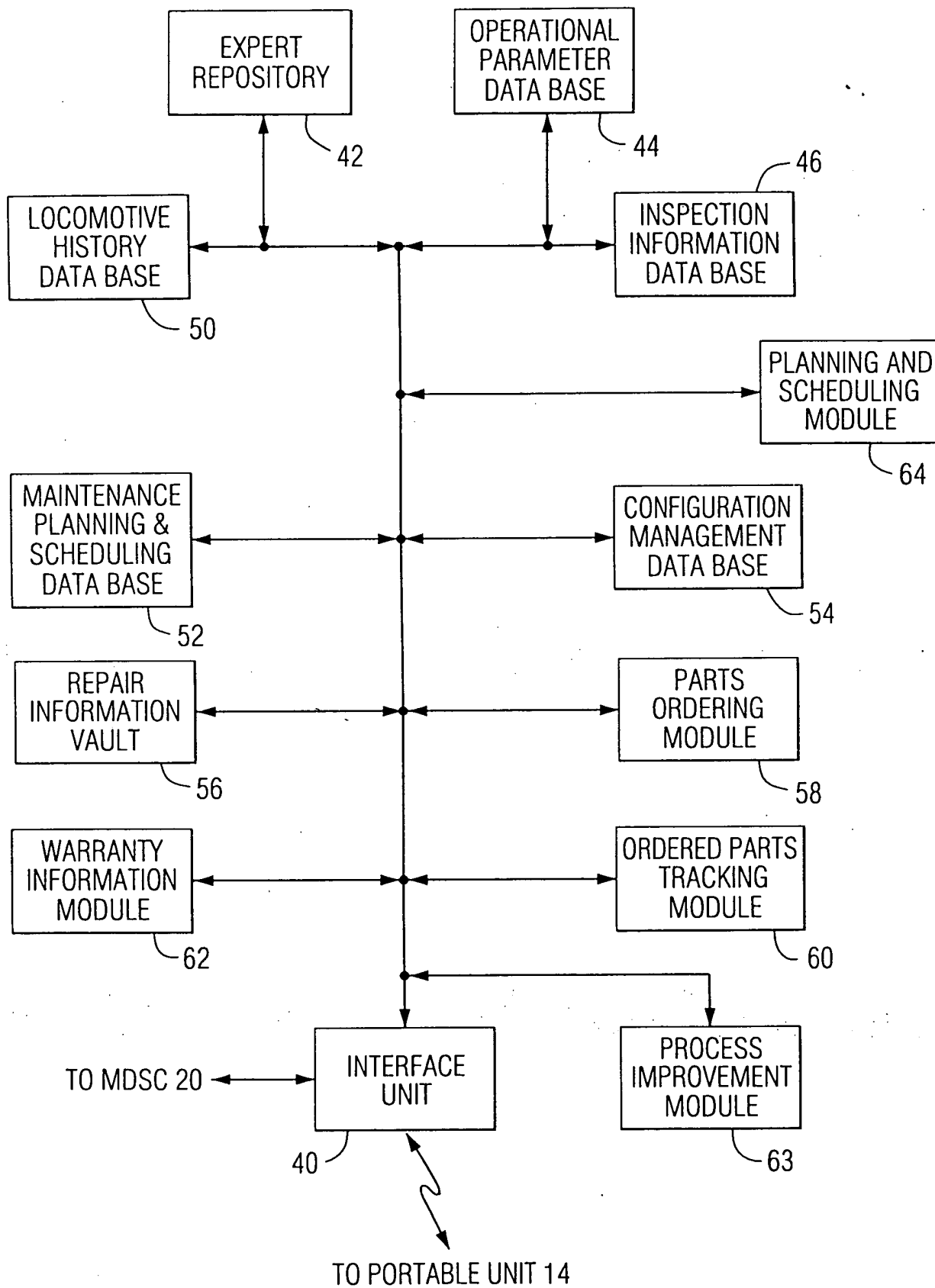


FIG. 1



**FIG. 2**

FIG. 3 is a block diagram of a network system.

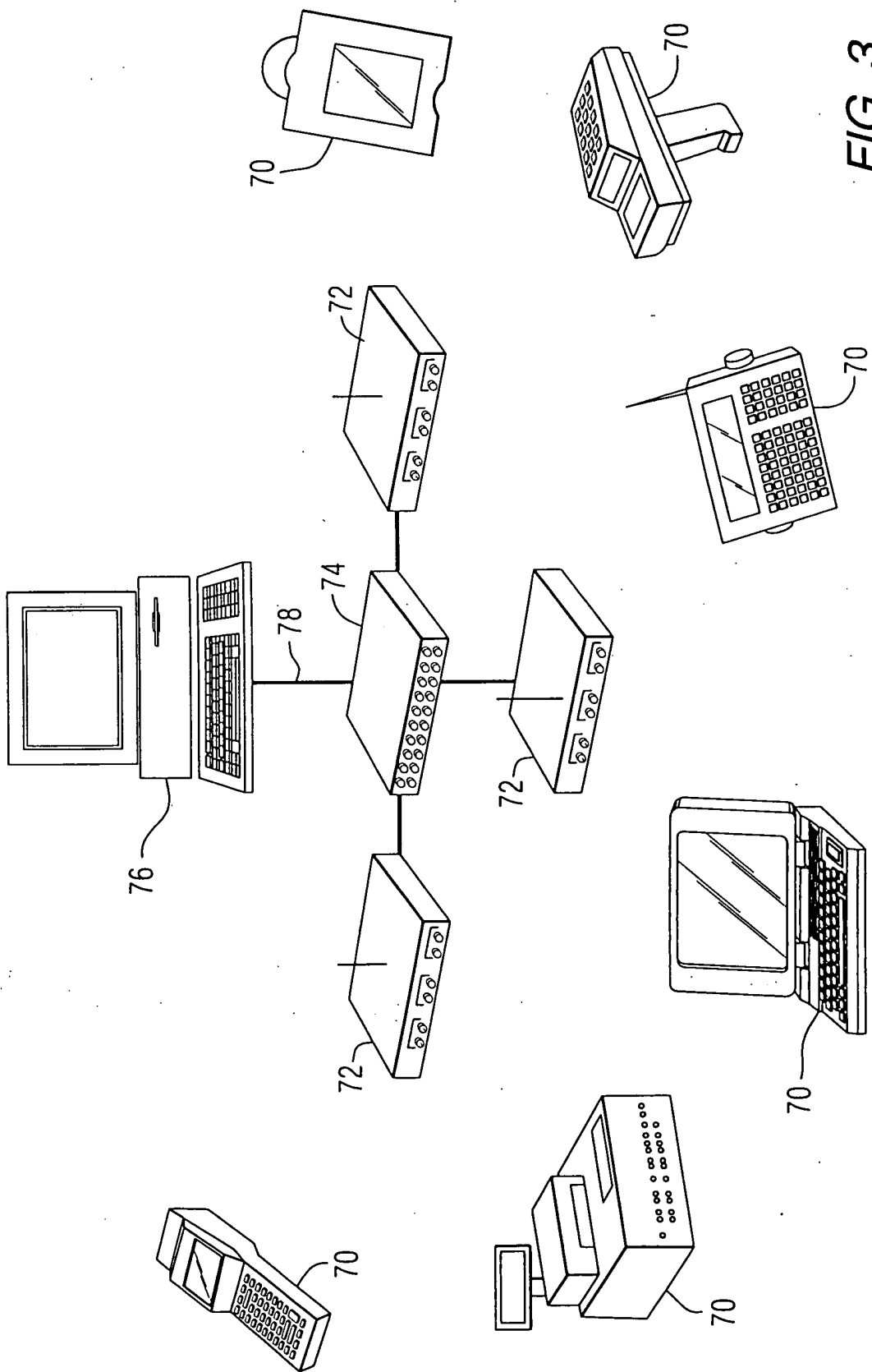
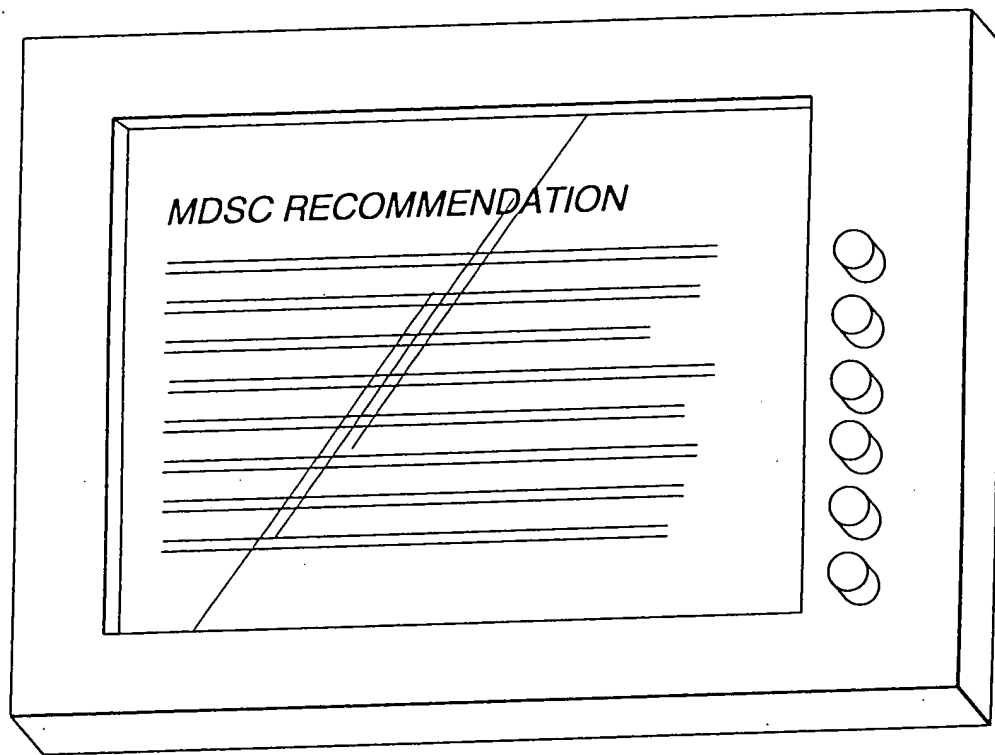


FIG. 3



**FIG. 4**

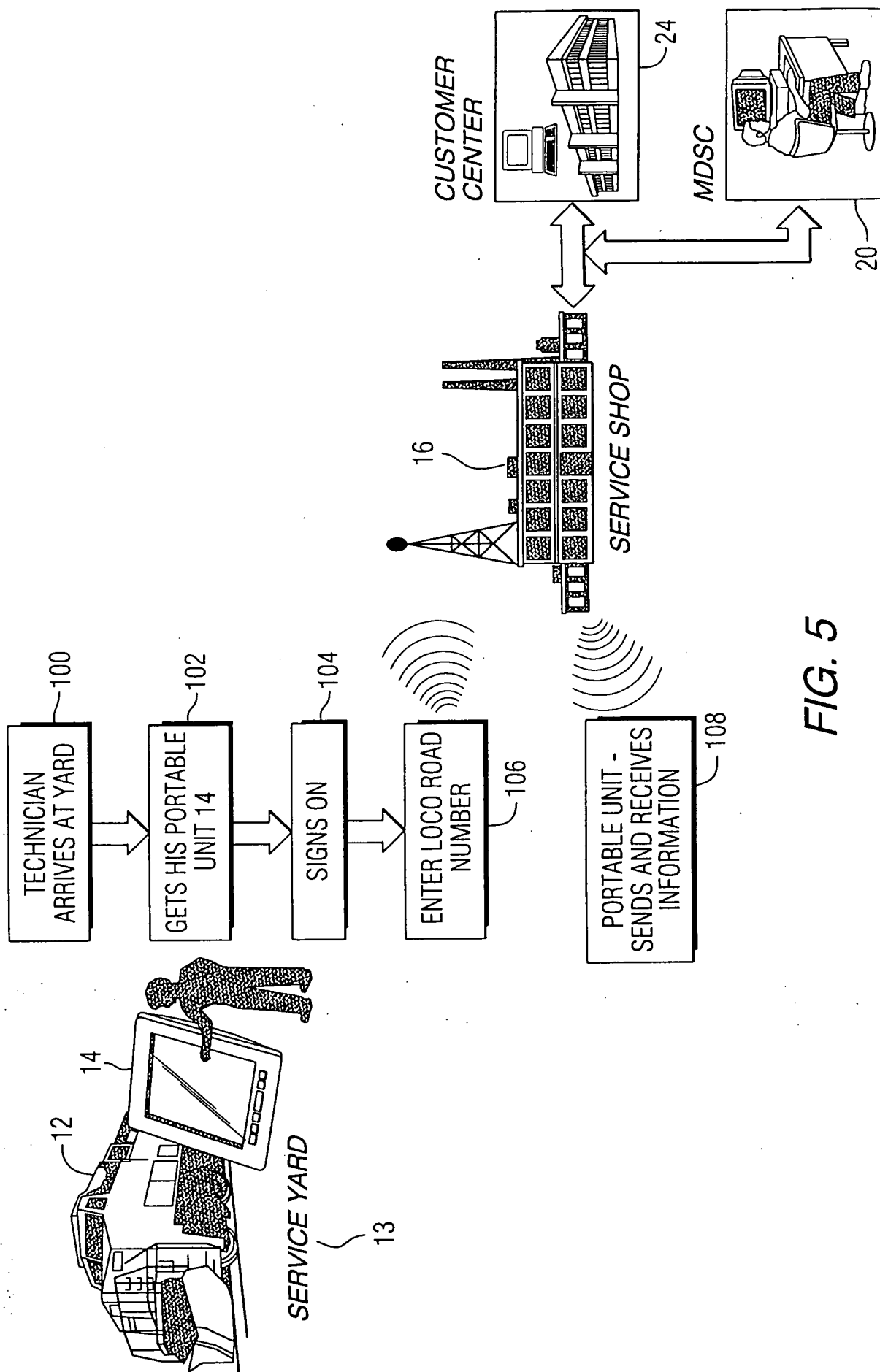


FIG. 5

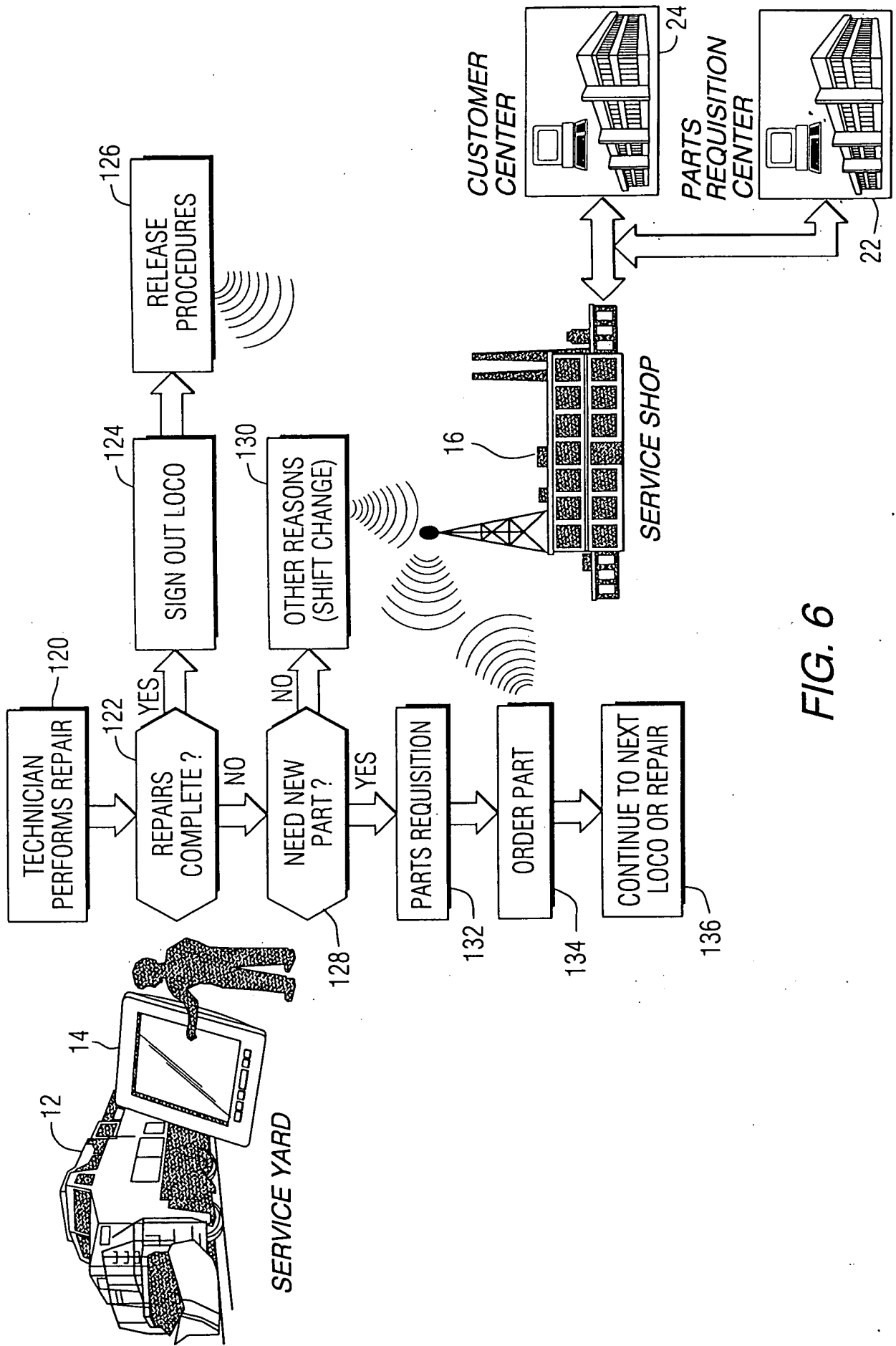


FIG. 6



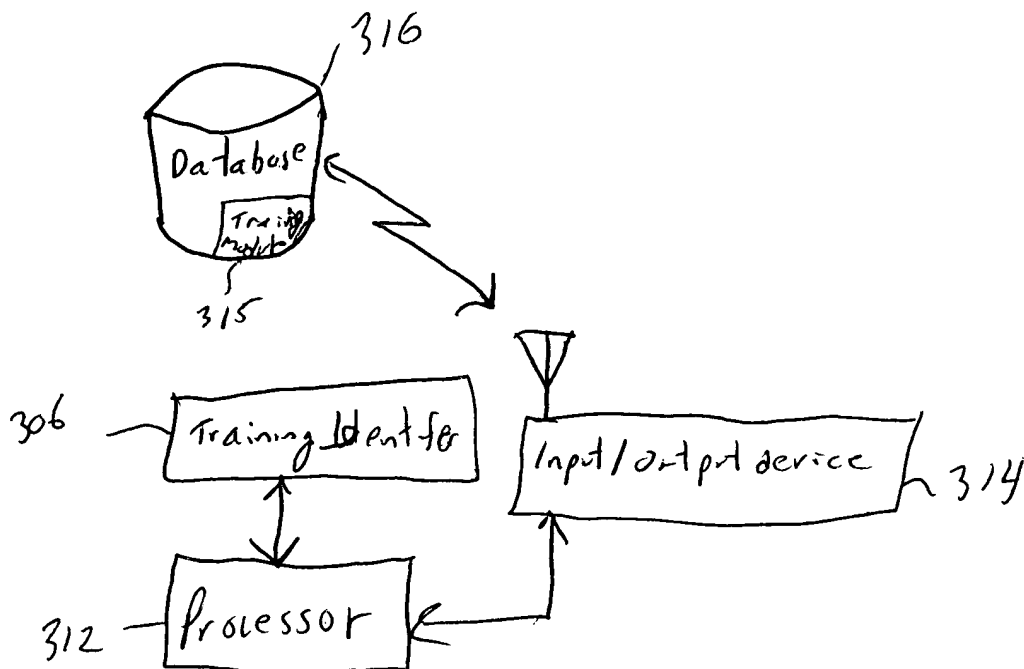


FIG. 10

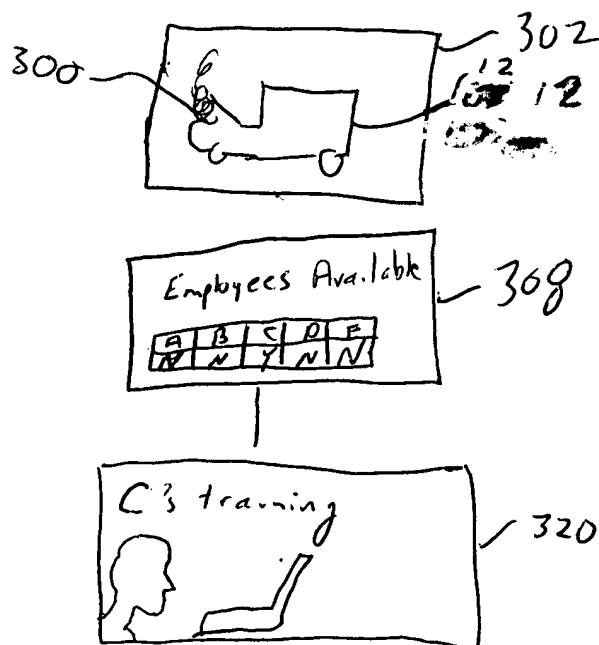
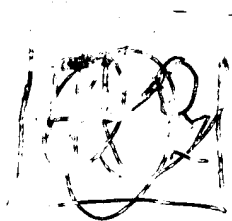


FIG. 8



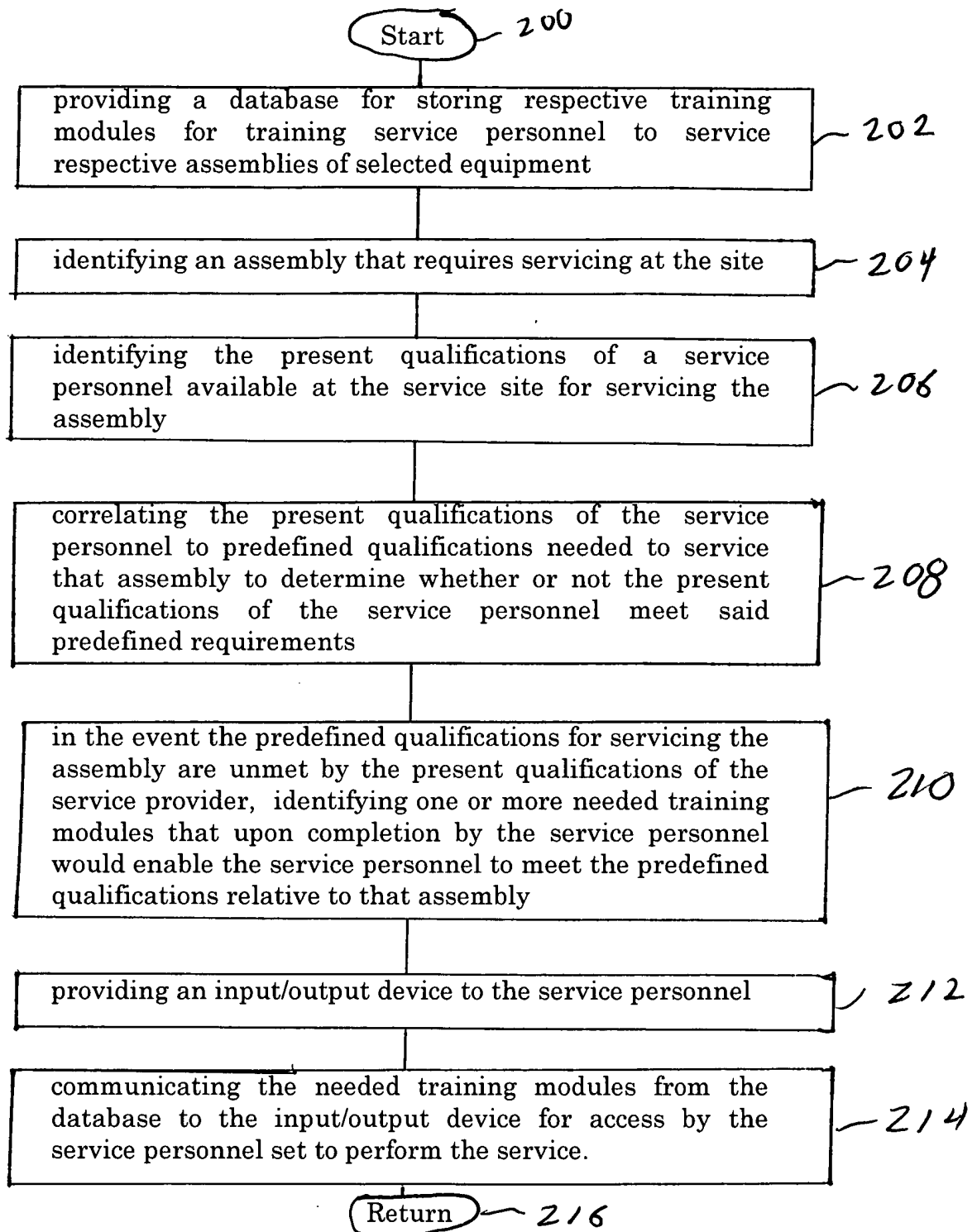


FIG. 9

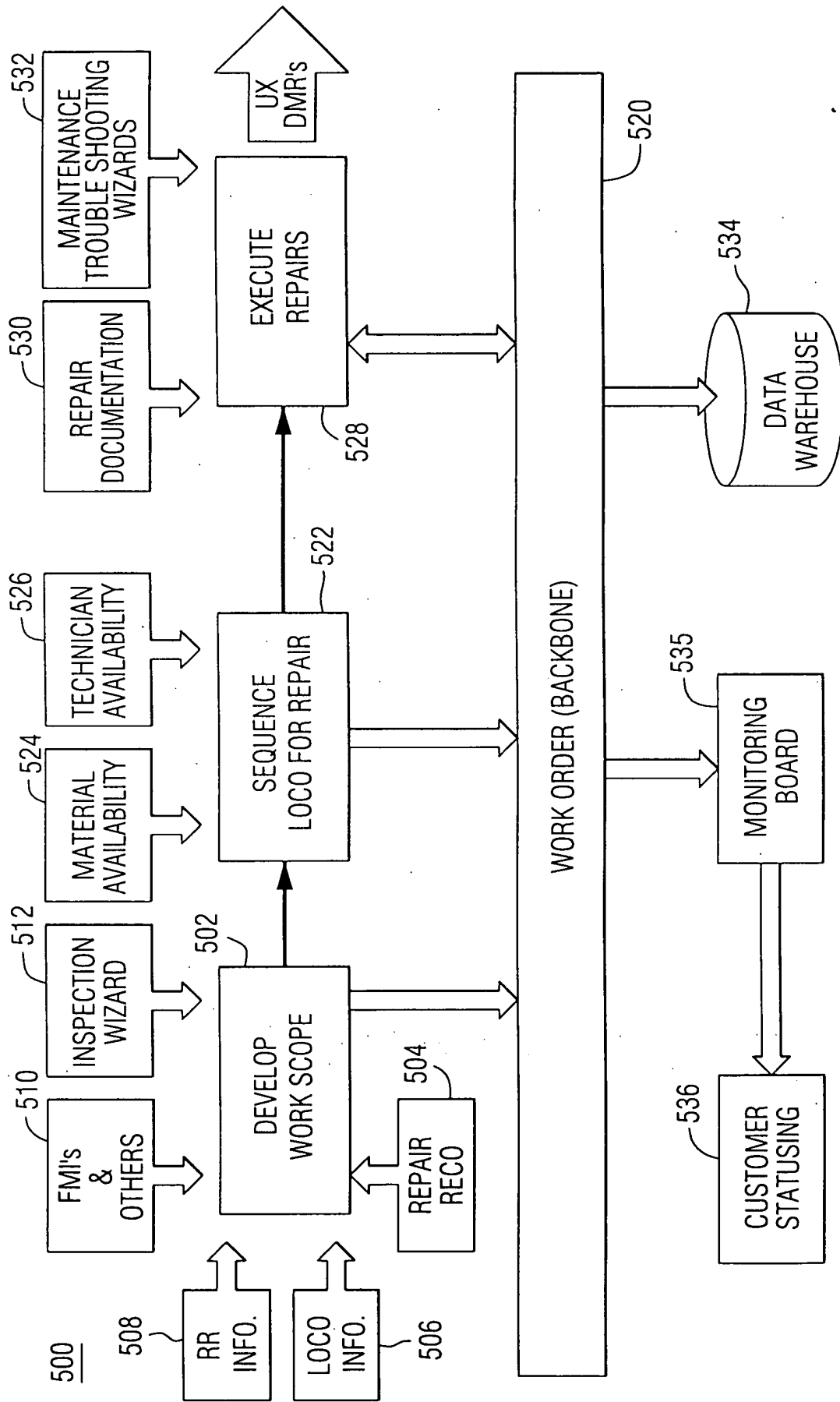


FIG. 11